



Frequently Asked Questions

Can I keep my doctor as my Primary Care Provider (PCP)? Yes, if your doctor is in the health plan you choose.

Can I stay with Illinois Health Connect?

No. Illinois Health Connect is no longer a choice. You must choose a different plan.

Where can I see all of my plan options? Read *Your Health Plan Choices* that came with this brochure. Or go to www.EnrollHFS.Illinois.gov and click "Compare Plans."

What happens if I don't choose a health plan? If you don't choose a health plan, we will choose a plan and a PCP for you.

Will I lose any services? No. You will not lose any services. Some health plans have extra services.

Will I have a co-pay? If you have a co-pay now, you may still have one. Some health plans have no co-pays.

Can I change my health plan? Yes. You can change your health plan anytime in the first 90 days. After that, you cannot change health plans for one year. Once each year, you can change health plans during the time called "open enrollment."

Can I change my PCP? Yes. You can change your PCP once a month. To change your PCP, call your health plan.

Who must enroll in a health plan?

Most people with an HFS Medical card must enroll in a health plan. If you received this brochure in the mail, you must enroll.

Who does not have to enroll?

These are some reasons why you would not have to enroll in a health plan:

- You are enrolled in the Spenddown Program
- You get temporary medical benefits
- You get Medicaid because you need treatment for breast or cervical cancer
- You already have private insurance that covers hospital and doctor visits

Questions?

Go to www.EnrollHFS.Illinois.gov

Or call **1-877-912-8880** (TTY 1-866-565-8576)
Monday to Friday from 8 a.m. to 7 p.m.
The call is free!

You can get this information in other languages or formats, such as large print or audio.

Tenemos información en español. ¡Servicio de intérpretes gratis! Llame al 1-877-912-8880.

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How to Enroll in a Health Plan



**Managed Care
is Expanding
in Illinois!**



Managed Care is Expanding in Illinois!

Now you have new health plans to choose from. All plans have the same health services that you get now, plus extra benefits.

Even if you already have a health plan, it's important that you learn about your new healthcare choices.

With Managed Care, you and your family get the healthcare you need.

When you enroll, you will choose a primary care provider (PCP) and one health plan to cover all your healthcare.

Your PCP will:

- Take care of you when you are sick or need medical care
- Give your children regular checkups and immunizations (shots)
- Help you manage conditions like diabetes, high blood pressure, and asthma
- Send you to specialists and other providers when you need them (give you a referral)
- Answer your questions about healthcare
- Give you information you need to stay healthy



You must enroll in a health plan.

To enroll (become a member), you must choose a health plan and a primary care provider (PCP). Your PCP is the doctor or clinic you go to when you are sick or need a checkup. Your health plan is the group of doctors, hospitals, and other providers who work together to give you the healthcare you need.

Which health plan should you choose?

You can choose the same plan for everyone in your family. Or you can choose different plans.

To help you choose, think about your answers to these questions:

- Do you want to keep your doctor or clinic, or do you want a new doctor or clinic?
- Does the health plan have the doctors, hospitals, and specialists you use?
- What extra services does the health plan have?
- How far are you willing to travel to see a doctor?
- Do you need a doctor that speaks a certain language?



The health plans you can choose from are:

- Harmony Health Plan
- Meridian Health Plan
- Molina Healthcare

There are two ways to enroll:

1. **Online:** Go to www.EnrollHFS.Illinois.gov and click "Enroll."
2. **Phone:** Call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

Questions?

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